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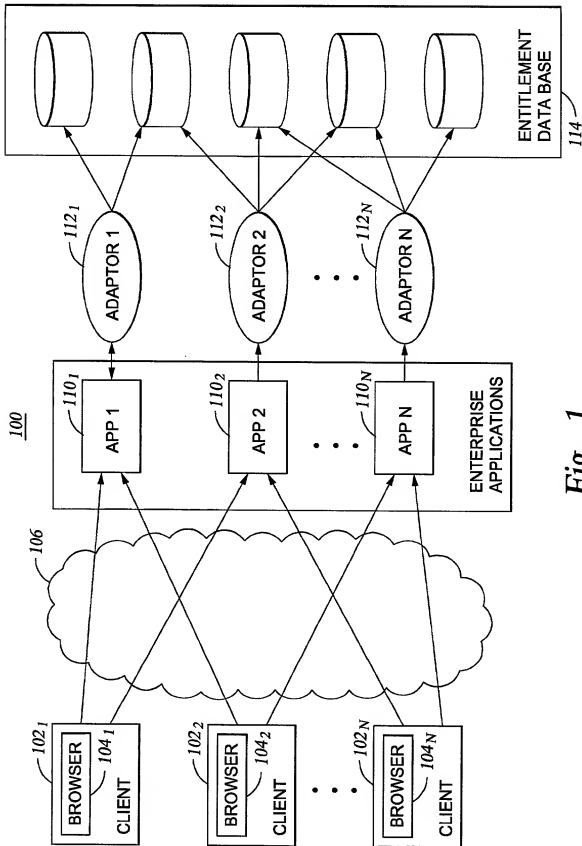


Fig. 1
(PRIOR ART)

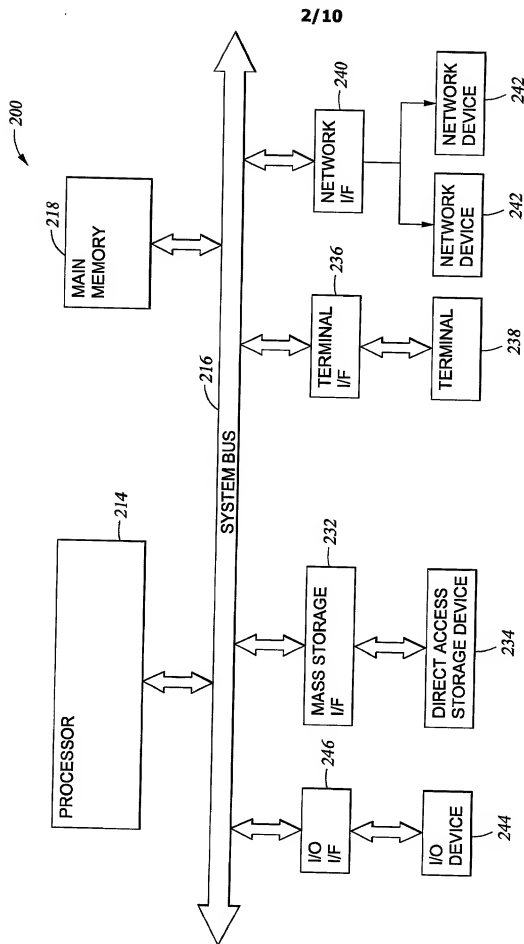


Fig. 2

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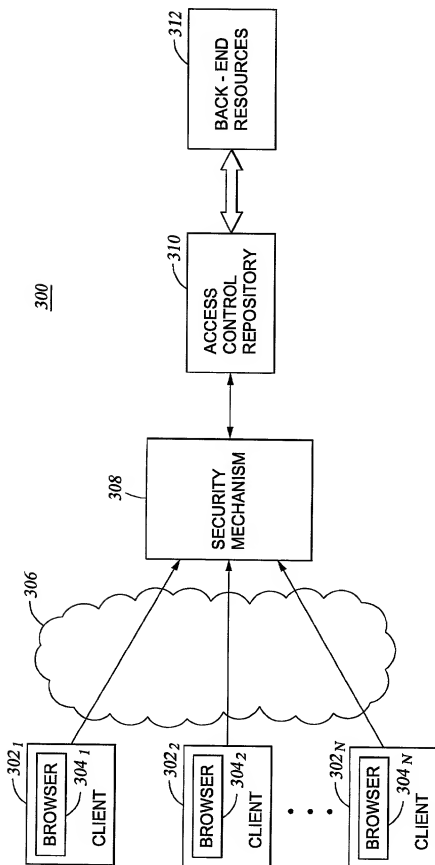
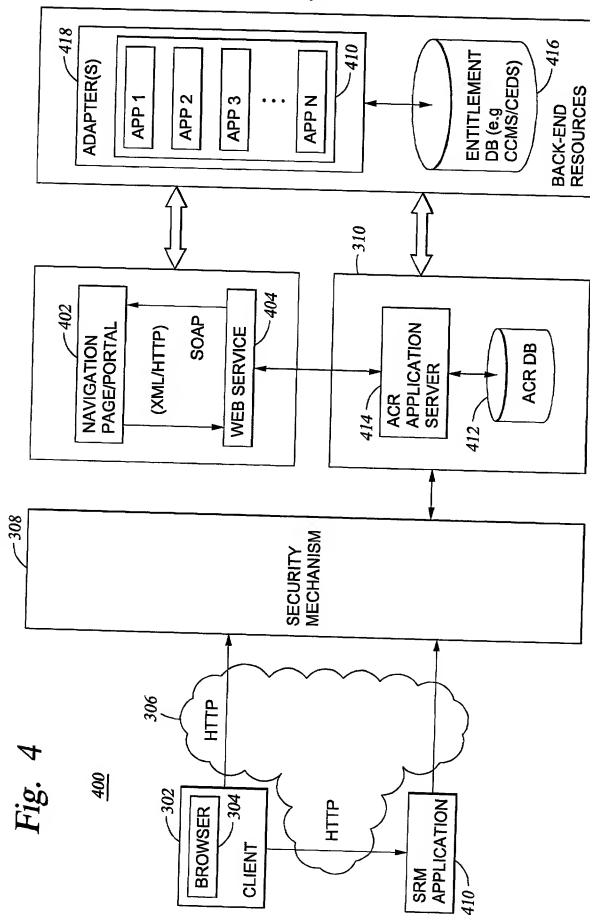


Fig. 3

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Fig. 4



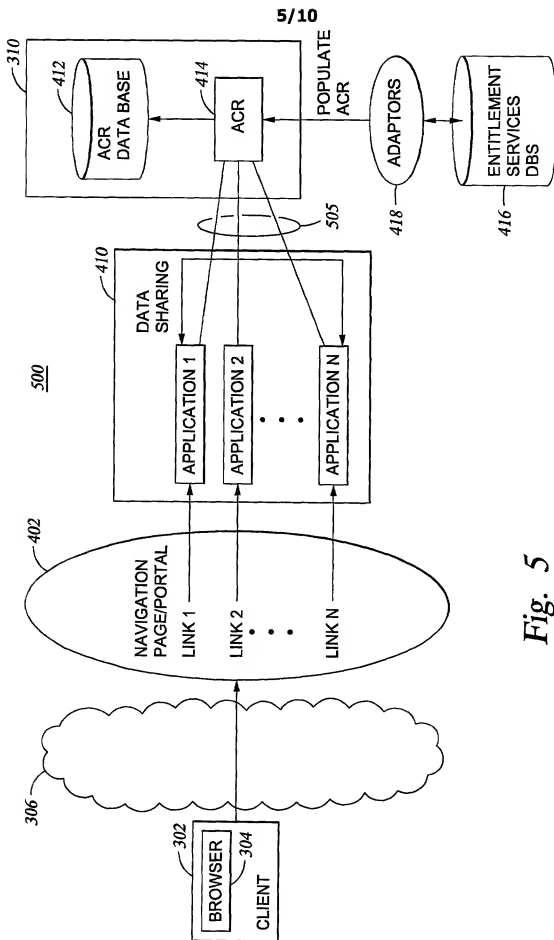


Fig. 5

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ITS Service and Support Navigation Page - Microsoft Internet Explorer

ADDRESS <http://www-3.ibm.com/support/electronic/navpage>

IBM

Home Products & services Support & downloads My account

IBM Electronic Services

Select a country United States 602

Welcome to IBM Electronic Services.

This is your common entry point to IBM product service and support it will help you navigate to resources containing IBM and non-IBM technical information and navigate to service delivery capabilities.

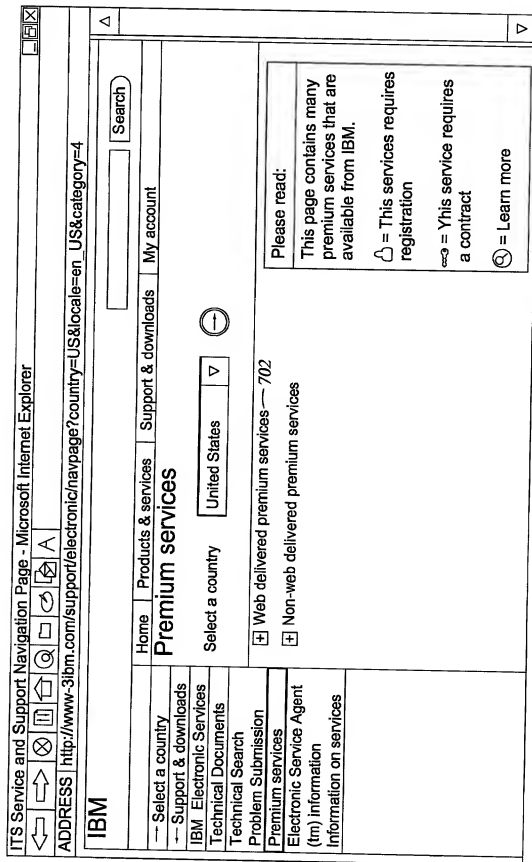
Thank you for visiting IBM Electronic Services and allowing to serve you.

604

Select a country
 Support & downloads
 IBM Electronic Services
 Technical Documents
 Technical Search
 Problem Submission
 Premium services
 Electronic Service Agent
 (tm) information
 Information on services

About IBM Privacy Legal Contact

Fig. 6





IT'S Service and Support Navigation Page - Microsoft Internet Explorer			
ADDRESS http://www-3.ibm.com/support/electronic/navpage?country=US&locale=en_US&category=4&subcategory=424			
IBM			
— Select a country — Support & downloads IBM Electronic Services Technical Documents Technical Search Problem Submission		Home Products & services Support & downloads My account	
Premium services			
Select a country		United States	
		Web delivered premium services	
* I Series and AS/400-Electronic Services-Support Line System Alert. <u>PM/400E — 804</u> i Series and AS/400-Performance Management-PM/400E pSeries and RS/6000-Software Support-Support Line pSeries and RS/6000-System Backup & Recovery for AIX-SysBack pSeries and RS/6000-System Monitoring-System Expert z Series and S/390-Software Support-Resolve z Series and S/390-Software Support-SoftwareXcel z Series and S/390-Software Support-Support Line z Series and S/390-Software Fixes and Updates-System Alert			
Premium services		Please read:	
Electronic Service Agent (tm) information		This page contains many premium services that are available from IBM.	
Information on services		∩ = This services requires registration ∞ = This service requires a contract ∅ = Learn more	

Fig. 8

The screenshot shows a web browser window titled "ITS Service and Support Navigation Page - Microsoft Internet Explorer". The address bar displays "http://www-3.ibm.com/services/electronic". The main content area is titled "IBM iSeries 400 and As/400" and provides information about comprehensive IBM software and hardware support. It includes links for "Shop IBM", "Support & downloads", and "My account". A sidebar on the left contains navigation links such as "Select a country", "Support & downloads", "IBM Electronic Services", "What is it?", "Am I eligible?", "Is it right for me?", "How do I start?", "Related Links", and "IBM Worldwide". A large box on the right contains a message about migrating user IDs and passwords, accompanied by a "Login now" button and a "Store login information locally" checkbox.

ITS Service and Support Navigation Page - Microsoft Internet Explorer

ADDRESS http://www-3.ibm.com/services/electronic

IBM

Home Products & services Support & downloads My account

Shop IBM

IBM Electronic Services for iSeries 400 and As/400

...your access to comprehensive IBM software and hardware support information and tools.

Change profile
Change password
Forgot password
Help

User ID 902
Password 904

Login now

☐ Store login information locally

If you do not have an IBM user ID, [register](#) for one now.

After clicking the Login now button, be patient while we launch a personalized application based on your user ID and registered systems.

-- Select a country
 -- Support & downloads
 IBM Electronic Services
 What is it?
 Am I eligible?
 Is it right for me?
 How do I start?
 Related Links
 IBM Worldwide

This site uses IBM Registration user ID's. More and more IBM web sites are migrating to the new common user ID's. As more sites migrate, you will need to remember fewer user ID's and passwords.

Fig. 9

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1000

1002	1004	1006	1008	1014	1012
USER ID	ASSET ID	SERVICE ID	SUBSERVICE ID (ACCESS LEVEL)	COUNTRY CODE	APPLICATION ID
JOESMITH	5769xz1	1000	1	000	eSERVICE
*ALL		9999		867	

Fig. 10